

State Bank Learning Centre, Bareilly
Tender for Catering & Caretaking Services



स्टेट बैंक ज्ञानार्जन केंद्र, बरेली
मंदाकनी टावर
148, सिविल लाइंस
बरेली - 243001

दिनांक: 13-02-2017

निविदा सूचना

स्टेट बैंक ज्ञानार्जन केंद्र, बरेली के उपरोक्त पते पर स्थित प्रशिक्षण भवन एवं छात्रावास में खान-पान तथा केयरटेकिंग (रख-रखाव) के कार्य हेतु **अनुभवी** कैटरर-सह-केयरटेकरों (Caterers-cum-Caretakers) से निर्धारित प्रारूप पर सील बंद निविदायें आमंत्रित की जाती हैं। आवेदकों की पात्रता, सेवा शर्तों, आवेदकों हेतु निर्देश, तकनीकी बिड तथा आर्थिक बिड से संबंधित प्रपत्र बैंक की वेबसाइट **www.sbi.co.in** से **"Procurement News"** के अंतर्गत डाउनलोड किए जा सकते हैं। उक्त प्रपत्र सहायक महाप्रबंधक (प्रशिक्षण), स्टेट बैंक ज्ञानार्जन केंद्र, बरेली के उपरोक्त पते पर स्थित कार्यालय से भी 06 मार्च 2017 (दोपहर 02.00 बजे) तक कार्यालय समय में प्राप्त किए जा सकते हैं। सील बंद निविदायें स्टेट बैंक ज्ञानार्जन केंद्र, बरेली के उपरोक्त पते पर स्थित कार्यालय में जमा करने की अन्तिम तिथि 06 मार्च 2017 (शाम 05.00 बजे) तक है।

सहायक महाप्रबंधक (प्रशिक्षण)

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STATE BANK LEARNING CENTRE
MANDAKANI TOWER
148, CIVIL LINES,
BAREILLY - 243001

Date: 13-02-2017

TENDER NOTICE

Sealed Tenders are invited in prescribed format, from **experienced** Caterers-cum-Caretakers, for providing Catering and Caretaking (Maintenance & Housekeeping) services in the hostel and academic wings of State Bank Learning Centre (SBLC), Bareilly situated at the above mentioned address. Eligibility criteria, terms & conditions, instructions for applicants, technical bid format and financial bid format can be downloaded from Bank's website: **www.sbi.co.in** under "**Procurement News**". These documents can also be obtained upto 06 March 2017 (upto 02.00 p.m.) during office hours from the office of the Assistant General Manager (Training), SBLC, Bareilly situated at the above address. **Last Date** for submitting sealed tenders at the above office of SBLC Bareilly is 06 March 2017 (upto 05.00 p.m.).

Assistant General Manager (Training)

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STATE BANK OF INDIA
CATERING AND CARETAKING CONTRACT
INVITATION FOR TENDER

State Bank of India, having its Learning Centre at Mandakani Tower, 148 Civil Lines, Bareilly (U.P.) Pin-243001 invites sealed offers, from eligible persons having sound financial background, required experience, technical expertise, required licenses, mechanized equipments, adequate qualified skilled / technical personnel and who satisfy the following specific eligibility / qualification criteria, in SINGLE STAGE TWO ENVELOPE SYSTEM - one containing the Qualification proposal and the other the Price proposal, for undertaking Catering and Caretaking job / work involving providing of food, meals and other items to the participants / guests / staff at the SBLC Bareilly as well as caretaking, maintenance and housekeeping of the SBLC Bareilly

ELIGIBILITY CRITERIA

1. The tender is open to registered partnership firms, companies, HUFs and proprietary concerns.
2. The tenderer must have minimum Two (02) years of experience in providing Caretaking services (i.e. maintenance & housekeeping services) in Training Institutes / Guest Houses / Transit Houses / Hostels of organizations like Banks / Financial Institutions, Colleges / Universities, Central / State Governments, Public Sector Undertakings, autonomous institutes and corporate entities of repute.
3. Additionally, the tenderer must have minimum Two (02) years of experience in providing Catering services in the establishments of the type mentioned above. (Here the term Catering services means the services of providing all meals viz. Tea, Breakfast, Lunch, Evening Snacks & Dinner regularly, for average 30 or more persons per day.)

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4. The cut-off date for reckoning experience (as specified under points 2 & 3 above), would be 31 March 2016.
5. The average receipts of the applicant from Caretaking and Catering services, during the last three financial years (2013-14, 2014-15 & 2015-16), should be minimum Rs.10 Lacs (Rupees Ten Lacs only) per annum.
6. The tenderer must have the requisite license for food catering services from the Central Licensing Authority under Food Safety and Standards Act, 2006.
7. The tenderer should have valid registration under Uttar Pradesh VAT Act, if applicable to the firm.
8. The tenderer must have valid Service Tax registration. The tenderer must also possess valid Income Tax PAN number.
9. The Tenderer must have valid licence under Contract Labour (Regulation and Abolition) Act.
10. Tenders from Individuals / Firms / Organizations, including their Partners / Directors, who have been blacklisted / prosecuted by any departments / statutory bodies, anywhere in India or by any Court of Law, shall not be entertained.

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TERMS AND CONDITIONS

The State Bank Learning Centre (SBLC), Bareilly has Two Wings, viz. Academic Wing & Hostel Wing. The **Academic Wing** has the Assistant General Manager's Chamber, Administrative Office, Faculty Room/Cabins, two Group Discussion Rooms, Library, System-cum-UPS Room, Conference Hall, two Lecture Halls, Tea Lounge, Record-cum-Stationery Room, Multi-Utility Hall etc. The **Hostel Wing** has 24 (Twenty-four) Double-Bed/Triple-Bed Rooms for the trainees, Dining Hall, VIP Dinning Room, Kitchen, Store Room, Sports-cum-Recreation Hall, Gymnasium, one Guest Room with Lunch Room, Reception Area, Corridors, Toilets etc. **However, before tendering, the tenderer may visit the site where intended services are to be provided and satisfy himself as to the conditions prevalent at the site. No claim on this account shall be entertained by the SBLC, under any circumstances, subsequently.**

[I] TERMS OF CATERING

1. The caterer / caretaker shall provide catering service at SBLC, Bareilly for such number of persons (comprising of trainees and staff members) as shall be attending / participating in the training programs. Any guests staying in the Guest Room / Hostel shall also be provided the catering service. However, the average number of trainees / staff members / guests on a day when a training program is being conducted may range from 20 to 100. On any special occasion, in case the number of trainees / staff members / guests exceeds 100, the caretaker shall be bound to provide catering services at the same rate as contracted. Provided, however, that, the exact number of trainees shall be advised to the caterer / caretaker, by the SBLC authorities, at or shortly after the commencement of each course. Even during the currency of the course, such numbers can be varied at the discretion of the SBLC.

2. The caterer / caretaker shall serve vegetarian as well as non-vegetarian meals, breakfast, tea, lunch, dinner etc. as per **MENU** given in **SCHEDULE 'A'** herein, to the

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trainees at the contracted rate per trainee / per day (inclusive of all overheads, impositions and taxes such as Sales Tax or any other tax levied by the State / Central Government or local bodies, except VAT and Service Tax). VAT and Service Tax, if any, shall be reimbursed by the Bank on production of receipts. Further, rebate of 50% will be allowed by the caterer / caretaker in respect of absentee trainees who are absent from breakfast / lunch / evening tea/coffee-cum-snacks / dinner / all meals on a particular day, provided notice is given to the caterer / caretaker well in advance (i.e. in case of breakfast & lunch – the previous evening and, in case of dinner – by 02.00 p.m. the same day.)

To facilitate billing, the per trainee contracted rate payable to the caterer / caretaker will be bifurcated, as mutually agreed upon, among the following items and shall be incorporated in the Contract agreement:

- i) Bed Tea / Coffee
- ii) Breakfast
- iii) Forenoon Tea / Coffee
- iv) Lunch
- v) Afternoon Tea / Coffee
- vi) Evening Tea / Coffee with Snacks
- vii) Dinner

The timings of serving of meals will be as under or as advised by the Assistant General Manager (Training):

Bed Tea	-	06.30 to 07.00 Hrs
Breakfast	-	08.30 to 09.30 Hrs
Forenoon Tea	-	11.30 to 11.45 Hrs
Lunch	-	13.15 to 14.00 Hrs
Afternoon Tea	-	15.30 to 15.45 Hrs
Evening Tea	-	17.15 to 17.45 Hrs
Dinner	-	20.30 to 21.30 Hrs

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3. The menu of food including snacks to be served to the trainees for the entire programme will be prepared at the commencement of each programme and will bear the approval of the Assistant General Manager (Training) or other official authorized by him and shall conform to **SCHEDULE 'A'**. **The approved menu for the entire programme will be displayed on the Menu Board in the Dining Hall so that the participants may be aware of the items to be served during their training period.** If the participants desire change in menu item for any day, the same may be done in consultation with the Assistant General Manager (Training). **Repetition of any particular item during the training programme should be avoided.**

4. The Breakfast, Lunch and Dinner will be served in the Dining Hall or, on special occasions, at venue(s) as instructed by the Assistant General Manager (Training) or other officials of SBLC Bareilly. Further, whenever needed, room service will also be provided by the caterer/caretaker to the trainees/guests at no extra cost. To those under medical care, the caterer/caretaker would provide food, other items etc. as recommended by the doctor, without any extra cost. In case any of the participants notifies the caterer / caretaker at the beginning of the day that he / she is on fast, sufficient quantity of milk, fruits etc. will be provided to him / her in lieu of meals, without any extra cost.

5. The rates for serving Special Lunch / Dinner and for High Tea, (as per menu given in SCHEDULE 'B') shall be mutually agreed upon and incorporated in the Contract agreement.

6. The caterer / caretaker shall provide his own crockery, cutlery and linen etc. after getting the same approved by the Assistant General Manager (Training). The crockery should be of standard make & size and should be neat and clean. The use of old and out-fashioned crockery & cutlery should be avoided. All broken / damaged items should immediately be replaced. The caterer / caretaker would also provide paper napkins, soaps, towels, etc. in the Dining Hall.

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7. The Bank shall provide necessary accommodation for Kitchen, Pantry and Store-room but no living accommodation will be provided by the Bank to the caterer / caretaker or his employees.

8. The Bank will arrange at its own cost water supply for cooking etc. Electricity will not be consumed / used for cooking. All charges for electricity consumed, if any, for cooking / storage purpose shall be borne by caterer / caretaker. The Commercial Gas cylinder (LPG) will be used by the caterer at his own cost. It will be the sole responsibility of the caterer to ensure that subsidized domestic gas is not being used for cooking. **The caterer will be solely responsible for any penalties imposed for using subsidized domestic gas. The Bank absolves itself from any responsibility / penalties imposed in this connection.**

9. The food provided to the trainees will be checked at any time, on random basis, by the Assistant General Manager (Training) or any other official authorized by him. The caterer will ensure that Bread / Butter / Jam / Tea / Coffee / Pickles and such other items etc are of the **Brands mentioned in SCHEDULE 'A'**. Salt and Black Pepper of 'Catch' brand must be available on each dining table. If the caterer is found using substandard material i.e. other than the branded items as mentioned in SCHEDULE 'A', **a Penalty will be imposed by the Bank at the rate of Rs.1,000.00 (Rupees One Thousand only) on each such instance.** Bank / SBLC Bareilly will have the right to recover the penalty amount from the amounts payable to the caterer / caretaker under the agreement.

10. The caterer / caretaker shall engage sufficient number of persons for kitchen, dining room, room service etc. The caterer / caretaker shall also ensure that the persons in his employment and engaged for the purpose, remain in proper and clean uniform and behave decently - **repeat behave decently**. The caterer / caretaker or his representative shall personally supervise in the mess etc. The service bearers shall also serve as room bearers in the hostel / guest rooms.

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11. Usually the training programmes are conducted regularly all-round the year. However, the number of trainees may vary from time to time and SBLC, Bareilly does not guarantee any minimum number. If no training programme runs at the SBLC for more than two consecutive days, the caterer / caretaker shall be paid Rs.500/- (Rupees Five Hundred only) per day, excluding initial two days, to meet minimum essential services, overheads and other establishment expenses for the period / days in excess of two days. **(Initial two days shall not be reckoned for payment.)**

12. In case the number of trainees in a particular programme is less than 18 (that is, below 60% capacity per Wing), the caterer / caretaker shall be paid Rs.25.00 (Rupees Twenty-five only) or agreed rate per person per day for the number by which the number of trainees falls short of 18 per Wing. As the trainees are required to report at the training centre a day earlier, the caterer / caretaker will make arrangements for their tea, meals etc. and shall also provide reception / registration facility. The charges for the tea / meals etc. as above, on the day prior to the commencement of the program, shall be paid as per the agreed Bifurcated rates, subject to the proviso that, in case the number of trainees in a particular programme is less than 18 (that is, below 60% capacity per Wing) on the pre-commencement day, the caterer / caretaker shall be paid Rs.15.00 (Rupees Fifteen only) or agreed rate per head for the number by which the number of trainees falls short of 18 per Wing. (This charge is only for One day).

13. The same rates as for trainees shall be charged for providing catering and caretaking services to visiting officials and Assistant General Manager (Training) / faculty members joining the visiting official for breakfast, meal(s), tea, etc and also for Assistant General Manager (Training) / faculty members / other officials, other than the trainees, staying in the SBLC Bareilly Hostel / Guest Rooms. **The caterer will provide facility of Tea & Snacks to SBLC Bareilly staff at the same rates as for trainees even on those days when there is no training programme at SBLC Bareilly.**

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14. The agreed rates may be revised by the SBLC Bareilly in its sole discretion, if the agreement is renewed after the initial contract period, when the SBLC Bareilly / Bank feels that the rise in price index justifies such a revision. However, such a revision in the agreed rate will not be considered before the expiry of the period of **Two years** from the applicable date of this agreement.

15. The charges for catering will be paid program-wise. However, in case of programs of duration of more than two weeks, payment will be made after two weeks.

16. The supplies made by the caterer / caretaker shall be of best quality and shall conform to all laws. The SBLC Bareilly / Bank shall be the sole judge of the quality of the supplies made / provided.

[II] TERMS OF CARETAKING

1. The caterer / caretaker will be paid a fixed sum per month as agreed (inclusive of all overheads, impositions and taxes such as Sales Tax or any other tax levied by the State / Central Government or local bodies, except VAT and Service Tax) by the 7th day of the subsequent month, for caretaking services detailed in the following paragraphs. VAT and Service Tax, if any, shall be reimbursed by the Bank on production of receipts. The Bank will pay the Service Tax, as per applicable rates, if the contractor provides his Service Tax registration number. The rates quoted by the contractor shall be firm & fixed and no variation will be allowed in individual rates on any account. The rates quoted should be inclusive of all taxes, duties, levies etc. imposed by the Central / State Government or local administration and as applicable or become applicable during the contract period.

2. The caretaker shall provide Bedroom Linen consisting of bed sheets, chadar (top sheets), bed covers, pillow covers, quilt covers / blanket covers, bathroom linen

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consisting of bath towels (size 75cm X 150cm) and hand towels (40cm X 60cm) (all of these items should be of reputed brands like Bombay Dyeing / DCM / Welspun etc.) in hostel rooms / guest rooms. The caretaker shall also regularly supply toilet soaps (of reputed companies like HUL / Godrej / Reckit & Coleman) to each trainee/guest. Liquid hand-wash will be supplied in all the bathrooms attached to hostel rooms / guest rooms. The caretaker shall also be responsible for laundry and cleaning of linen (including curtains, sofa covers, chair covers, table covers etc.) of hostel rooms, guest rooms, AGM (Training)'s chamber, faculty room and other rooms / halls of SBLC Bareilly. In addition, the caretaker shall provide mosquito repellents (like Good Knight, All-Out Liquid / Mats) for each hostel room / guest room. The caretaker shall also ensure spraying of Finit / Baygon / Hit in rooms in the evening. Supply of drinking water in glasses, water jugs to the trainees / guests will be caterer's / caretaker's responsibility.

3. The caretaker shall replace the linen of hostel rooms / bath rooms with fresh linen at the end of each program if the duration of the program is less than 4 days and every 3rd day if the duration of the program is 4 days or more. The bed room linen and bathroom linen should be clean and hygienic. Under no circumstances should old, faded and worn-out items be supplied to the trainees / guests.

4. The caretaker shall be responsible for marinating flowers, flower pots etc. However the cost of Flowers Plants / Pots will be reimbursed by the Bank on production of cash memo/bill. For the purpose of caretaking activities, the services of Electrician / Plumber / Gardener will be arranged by the caretaker. Bank would reimburse the cost of parts replaced (if any) on production of replaced parts and Cash memo/ Bills. However before replacing any part, prior permission of Asstt. General Manager (Trg.) will be obtained. In the event of non-functioning of Geyser in the hostel or guest room, hot water will be supplied to participants / guests by the caretaking staff till the geyser(s) are repaired.

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5. In case the caterer / caretaker fails to discharge any of his obligations, Bank will have the right to get the job done at its own expenses and recover the amount from the caterer / caretaker.

6. In addition to the staff required by him at the hostel / academic wings of SBLC Bareilly, the caterer / caretaker will entrust one of his employees the job of supervising his other employees and ensuring compliance of the terms and conditions of the contract.

7. From among the staff employed by the caterer / caretaker, at least one employee will be stationed in the Academic Wing during office hours, for supervising the upkeep of Academic Wing as also to attend to Miscellaneous Tasks like preparation of program files for the trainees, photocopying / arrangements of tea & snacks for guest etc.

8. The caterer / caretaker shall provide a **Receptionist**, from among his staff, at the Reception Counter who would get the registration formalities of the incoming and outgoing trainees completed in the Register provided for the purpose. The Receptionist would also allot Rooms to the incoming trainees and provide them keys of the rooms/almirahs and at the time of their departure after completion of the training programme would collect the keys from the outgoing trainees. The caterer / caretaker shall ensure that proper and courteous service is provided at the reception counter. Service at the counter shall include keeping of proper records of the trainees in the register, ensuring correct date and time of check-in & check-out and allotment of rooms as per instructions / guidelines.

9. The caterer / caretaker shall also be responsible for maintenance and up-keep of the entire dining room / kitchen etc. He will ensure that tables are cleaned / mopped by his staff each time after removal of dining plates. He will ensure that dining room / kitchen etc shall be mopped and cleaned at least twice a day by the cleansing

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contractor's staff. Shifting of furniture, if required, will be done by the cleansing contractor's employees. The caterer/caretaker will also ensure that hostel bathrooms / toilets are cleaned with good quality disinfectants and cleaning material (Phenyl, Harpic etc.) daily and also regular removal of cobwebs and dusting of furniture & fixture by the cleansing contractor's staff. In case of any deviation by the cleansing contractor's staff, the caterer/caretaker will bring this to the notice of the Assistant General Manager (Training), SBLC Bareilly.

10. The Bank / SBLC Bareilly will equip the hostel rooms / guest rooms, bathrooms, dining hall and other rooms, with furniture, fixtures, electric fittings, plumbing fittings, mattresses, pillows, quilts / blankets, electric bulbs, mirrors, thermos flasks, glasses, water jugs, water tumblers, coasters, plastic buckets, plastic mugs, waste paper baskets, heaters, small flasks, hangers etc. It will be the caterer / caretaker's responsibility to see that the inmates of hostel / guest rooms are not put to any inconvenience for want of the aforesaid articles.

11. The caterer / caretaker will be liable for loss / breakage of various items as aforesaid and will render proper account for the same. In case Bank / SBLC Bareilly suffers any loss on this account, the caterer / caretaker will reimburse the Bank for the said losses / damages. Provided, however, that the caterer / caretaker will not be liable for the losses / breakage arising out of negligence, mishandling or omissions / commissions of the trainees or employees of the Bank and / or due to any other extraneous reasons.

12. The articles referred to in Para 10 will be supplied in the required quantity by the SBLC Bareilly and will be replaced as and when needed, after the SBLC is satisfied that the replacements are necessary.

13. The caterer / caretaker shall maintain proper record of all the articles received by him from the Bank / SBLC Bareilly, which will be inspected from time to time by the Assistant General Manager (Training) or any official authorized by him.

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[III] OTHER TERMS & CONDITIONS
(COMMON TO CATERING AND CARETAKING)

1. Before commencement of work, the tenderer must have complied with all Labour Laws and must have obtained all licenses / approvals / permissions from all statutory authorities including Municipal / Labour / P.F. / Income Tax / Sales Tax / Commercial Tax / ESI Deptts. to carry on the business of catering and caretaking work.
2. Tenders from Individuals / Firms / Organizations including their Partners / Shareholders / Directors who have been blacklisted / prosecuted by any department / Statutory body anywhere in India or by any Court of Law shall not be entertained.
3. The tenderer must have valid Service Tax Registration No., Registration No. under Uttar Pradesh VAT Act and Income Tax PAN No (copies of relevant documents / certificates to be enclosed).
4. The tenderer should possess Provident Fund Registration Number under the EPF Act 1952 with EPFO and valid ESI Registration Number under ESI Act 1948 with ESI authorities (if applicable).
5. The tenderer should possess necessary Labour Licence (if applicable).
6. The tenderer should obtain requisite permission / license for providing catering, caretaking and general maintenance services from concerned departments of Central / State / Municipal Authorities / any other Authority.
7. The tenderer should have license under Food Safety and Standards Act, 2006, a copy of which is to be submitted to the Bank. Tenderer should have license under Contract Labour (Regulation & Abolition) Act, 1970. Wages to the labour engaged by

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the caterer / caretaker should be paid as per Minimum Wages Act, 1948 / Central Government rates, as applicable from time to time.

8. The caterer / caretaker must have sufficient number of experienced staff to carry out the contracted job. The contractor will provide uniforms to his employees at his own cost. The uniforms supplied by the contractor should be clean and in good condition. Washing / laundry charges will be borne by the Contractor.

9. Only the employees who have been provided with identity cards by the contractor will be entitled to enter the premises of SBLC Bareilly / Bank. Further, they will be subject to checking at any or every time of their entry or exit by SBLC Bareilly / Bank's security personnel and such checking will also include physical search.

10. The caterer / caretaker shall ensure proper service to the trainees / guests in the dining hall and in the hostel / guest rooms of the Bank.

11. The portion of the SBLC Bareilly premises used by the caterer / caretaker must be kept in perfect hygienic conditions and the caterer / caretaker shall under no circumstances throw the garbage, waste or any discarded substance within the premises and / or on the land / lawns / space located in the SBLC Campus.

12. Violation of the terms & conditions pertaining to catering shall automatically result in 10% deduction from the catering bill for the period, subject to a maximum of Rs.1000.00 (Rupees One Thousand only) in each case. A flat penalty of Rs.1000.00 per occasion will be imposed by the Assistant General Manager (Training) SBLC Bareilly for non maintenance of quality / quantity, delayed or poor service besides disallowing payment for items of inferior quality served or for any item not served at all. The flat penalty of Rs.1000.00 per occasion shall also be imposed in case of non conforming to terms & conditions of catering / caretaking agreement.

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13. The contractor shall declare and disclose all the related facts having bearing upon the catering / caretaking engagement including his Registration / License, number of servants, experience and also engagements both past and present with other corporations / organisations / undertakings and his performance there at.

14. The contractor would employ his / her / their own personnel aged 18 years and above with sound physique free from any contagious disease. The contractor will be responsible for the salary and other dues payable to the staff employed by him / her / them and also for their employment conditions which should be in consonance with all legal obligations as an employer on the subject. Contractor has to deploy sufficient manpower to the satisfaction of SBLC Bareilly / Bank so as to provide the best service. Every employee of the contractor shall be provided with identity card of the contractor (distinct from the SBLC Bareilly / Bank's identity cards) at the contractor's cost.

15. The persons engaged by the caterer / caretaker for the services to be provided under the contract shall not be deemed or be construed as workmen of the State Bank Learning Centre Bareilly or State Bank of India. **State Bank of India absolves itself for conduct and performance of such persons engaged by the caterer / caretaker and payment of any wage or other remuneration whatsoever or statutory payments to such persons.** The State Bank Learning Centre Bareilly or State Bank of India in no condition(s) would be liable to pay any compensation. The caterer / caretaker will undertake to reimburse all such sums of money that the Bank shall be so obliged to pay by way of compensation / damages. **The caterer / caretaker should note that the persons engaged by him shall continue to be the employee of the caterer / caretaker. No relationship of employee and employer between the person(s) of caterer / caretaker and the Bank shall be deemed to have been established.**

16. The caterer / caretaker shall be responsible for the acts and omissions of the

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persons employed by him and will also make good any losses which the SBLC Bareilly / Bank may sustain due to negligence of his employees. The caterer / caretaker or his representative will exercise personal supervision over his staff and shall also take full responsibility for their wages, claims, damage etc. The contractor undertakes to indemnify the Bank against any loss, damage, claims as the Bank may be put to or incur due to direct or indirect result of non-performance or mal-performance of the works agreed upon.

17. The Bank shall not be responsible or liable in case of any dispute arising between the contractor and the persons employed by the contractor for carrying out the contracted job. The contractor will ensure immediate replacement of personnel when the Bank asks it to do so and will provide another person(s) as per suitability without questioning the reasons thereof.

18. The intention of inviting the tender is to provide food, meals and other items to the participants / guests / staff at the SBLC Bareilly as well as the maintenance and housekeeping of SBLC Bareilly and in no way the terms and conditions should be construed to cover Bank's day to day activities or any other ancillary activity what so ever.

19. The caterer / caretaker will deposit **Rs.50,000.00 (RUPEES FIFTY THOUSAND ONLY)** by way of **SECURITY DEPOSIT** in the form of a **Term Deposit Receipt** for a period of not less than **Two years**, to be renewed for a similar period on maturity. No payment will be made to the contractor until the Agreement is executed and the Performance Security Deposit as above is furnished. The performance security deposit will be refunded to the contractor within a reasonable period after the closure of the contract.

20. The caterer / caretaker shall forfeit his / her / their right over the aforesaid security deposit or any part thereof in case of any breach / non observance of the

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terms and conditions of the Agreement and for any loss / damage incurred by the Bank due to the negligence of the caterer / caretaker or his employees. The loss / damage shall be adjusted against the security deposit, provided that if the loss / damage suffered by the Bank exceeds the amount of the aforesaid security deposit, the difference shall be payable by the caterer / caretaker and recoverable by the Bank from the caterer / caretaker.

21. In case the caterer / caretaker fails to discharge any of his obligations relating to catering / caretaking under the Agreement up to the level of the performance desired, Bank / SBLC Bareilly will have the right to get the job done (at the level of performance desired by the Bank) at its own expense and recover the actual expenses from the amounts payable to the caterer / caretaker under the agreement.

22. The **Catering and Caretaking Agreement shall remain valid for a period of Two years** from the date of the agreement. However, either party can terminate the agreement by giving three months notice in writing or by paying Rs.50,000/- (Rupees Fifty Thousand only) as compensation in lieu of the notice period. However, the contract is subject to termination at any time, by giving three month notice as mentioned above, before expiry of contract period, in case the services of the contractor are not found satisfactory or for any other reason whatsoever. Further, renewal / continuance of the contract for a further period of 2 years may be considered within the Bank's sole discretion at mutually agreed rates / charges and keeping other terms and conditions unchanged, provided the services rendered by the contractor are found satisfactory and as per Bank's requirement. No claim for losses etc. on this account will be entertained by the Bank in this regard.

23. If the SBLC Bareilly / Bank, in its sole discretion, feels that any of the conditions / clauses in the agreement has / have been breached / violated by the caterer / caretaker, the Bank shall have the absolute right to terminate the agreement forthwith, without giving any notice to the caterer / caretaker and

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without paying any amount to him in lieu of the notice period as stipulated earlier. Apart from the aforesaid, the Bank shall also have the right to impound the Security Deposit mentioned in Para 19.

24. If the successful bidder fails to perform the commencement of the contract within the specified time period, the earnest money deposited by the bidder will be forfeited including blacklisting of the defaulter contractor and the Bank will be at liberty to entrust the job to any other contractor within its sole discretion.

25. The compliance of the Conditions mentioned as under, shall be the sole responsibility of the caterer / caretaker providing services under the agreement:

The caterer / caretaker shall, inter alia, ensure compliance of various Labour Law stipulations, as follows:

(a) Payment of Wages

The contract labours engaged by the contractor shall not be paid less than the minimum wages as stipulated by Government of India from time to time. These wages are inclusive of payment for weekly rest days and shall be paid before expiry of the 7th day after last day of the wage period. It would be preferable if the salary & benefits payable by the contractor to the workers are either paid by cheque or are paid into their bank accounts directly.

(b) Over Time Wages

The labours shall be paid overtime wages, if required to work for more than 9 hours on any day or 48 hours during a week @ twice the above wages proportionately, for the extra number of hours worked. If asked to work on weekly rest day, they shall be paid overtime wages in addition to regular wages.

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(c) Weekly Rest Day

i) Each labour shall be allowed a day of rest every week provided he has worked for a continuous period of 6 days. If need be, weekly off may be staggered.

ii) Weekly rest day shall normally be Sunday but the caterer / caretaker / contractor may fix any other day of the week as the rest day for any employee or class of employees.

(d) Identity Card

Each labour engaged shall be issued identity card by the caterer / caretaker / contractor having attested photo of the labour, date of birth, father's / husband's name, address, designation / category, name and address of person to be contacted in case of any emergency along with mobile / telephone no. etc.

(e) Register of Contract Labour Engaged

The specified records are to be maintained by the contractor under Payment of Wages Act and Rules:

- (a) Muster roll
- (b) Register of wages
- (c) Register of deductions
- (d) Register of overtime
- (e) Register of fines
- (f) Register of advances
- (g) Register of wages slips

A register of contract labours employed shall be maintained by the caterer / caretaker / contractor with photographs duly attested, permanent residential address,

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date of birth, father's / husband's name, date of appointment, category, rate of wage, date of termination of service and reason therefor in brief etc.

(f) Miscellaneous

i) The caterer / caretaker / contractor shall submit a copy of details of contract labours engaged by him as well as copies of wage sheets after each periodical payment to the SBLC, Bareilly / Bank.

ii) The SBLC, Bareilly / Bank shall have authority to check whether the provisions of the agreement or labour laws applicable are being implemented / complied with by the caterer / caretaker / contractor or not. In case of non-compliance, the caterer / caretaker / contractor shall be liable to pay penalty of Rs.1,000.00 (Rs. One Thousand only) on each occasion, if not rectified within the time stipulated.

iii) The caterer / caretaker / contractor shall declare and undertake that in case any liability pertaining to the contract labour / employees engaged by him for the contracted work, is to be discharged by the Bank for any lapse or non-compliance of any provision of any labour / other laws or rules thereunder, he will either reimburse the same to the Bank or it shall be lawful for the Bank to deduct the same from any of his dues / money as may be payable.

iv) The contractor shall not employ any person below the age of 18 years.

v) The tenderer should have done compliance of all licensing and registration formalities under the relevant Labour Law legislations and rules.

26. The caterer / caretaker shall take full and exclusive responsibility for the wages, service conditions, claims, damages and compensation to the employees under his employment and utilized by him for the purpose of catering & caretaking services

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and shall ensure that the provisions of the relevant legal enactments like Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act 1948, Inter-State Migrant Workmen (Regulation of Employment and Condition of Service) Act 1979, Employees State Insurance Act 1948, Employees' Provident Fund & Miscellaneous Provision Act 1952, Payment of Wages Act 1936, Workmen Compensation Act 1923, Payment of Gratuity Act 1972, Equal Remuneration Act, 1976, Industrial Disputes Act 1947, Child Labour (Prohibition & Regulation) Act 1986, Payment of Bonus Act, 1965 and any other labour, legal or other enactment not specified hereinbefore, but applicable to his establishment, are fully complied with at all the times.

27. The rate quoted by the contractor shall be firm & fixed and no variation will be allowed in the individual rates on any account. The rate quoted should be inclusive of all taxes, duties, levies etc. imposed by the Central / State Government or local administration and as applicable or become applicable during the contract period.

28. The deployment of personnel by the contractor should comply with the Labour Legislation Act and Minimum Wages Act of Government of India and the State Government.

OTHER INSTRUCTIONS FOR THE APPLICANTS / TENDERERS

1. The tender is open to registered partnership firms, companies, HUFs, and proprietary concerns.

2. As it is a combined tender for catering and caretaking, only such contractors should apply who have the means and experience of carrying out all the jobs mentioned in the Terms & Conditions. Partial bids (for catering only or caretaking only) will not be entertained.

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3. Each and every tenderer will have to deposit **EARNEST MONEY** amounting to **Rs.10,000.00 (RUPEES TEN THOUSAND ONLY)** by way of a Bank Draft / Banker's Cheque favouring 'State Bank Learning Centre, Bareilly', payable at Bareilly alongwith the tender. The Bank Draft / Banker's Cheque should be kept in the envelope containing **Part-A (Technical Bid)**. The tenders received without Earnest Money deposit are liable for rejection.

4. No interest shall be paid on the Earnest Money deposit. The Earnest Money deposits of the unsuccessful tenderers will be refunded, without interest, within 90 days from the date of opening of the tenders or finalization of the tender, whichever is earlier. In case of successful bidder, the earnest money will either be adjusted towards the security deposit or will be refunded after receipt of full amount of security deposit. In case the successful bidder is not able to commence work as per the terms and conditions specified in the tender documents, the earnest money will be confiscated / forfeited.

5. A Pre-Bid meeting will be held on 27 February 2017 at 05.00 p.m. at SBLC Bareilly wherein the bidders may seek clarifications required by them, if any, relating to the terms & conditions of the tender. The Bidders may also visit the area / rooms where the Catering / Caretaking services have to be provided by them.

6. The tenderers are required to submit their applications with full details about their organisation, experience and adequate evidence of their financial standing etc. in the enclosed tender document, consisting of **Part-A (Technical Bid)** and **Part-B (Financial Bid)**, which will be kept confidential.

7. The bidders are required to submit their Bid in 02 (Two) parts - {(Part-A – Technical Bid) and (Part-B – Financial Bid)}.

The **Part-A (Technical Bid)** will contain basic information about the bidder, his establishment, work capability and previous experience etc.

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In **Part-B (Financial Bid)**, the bidder will be required to quote his rates in respect of Catering and Caretaking charges. **For Catering**, the bidder will be required to quote **rates per day per head** for all the meals, refreshments and tea / coffee etc from morning to night as per the specified menu. For calculating the annual Catering charges, the per day per head rate will be multiplied by the estimated number of training days during a year, which for the purpose of this tender has been fixed at 8,000 (Eight Thousand only) training days per year. As regards Caretaking, the bidder will have to quote the **Caretaking charges on monthly basis** in the financial bid. The annual Caretaking charges will be calculated by multiplying the monthly quoted rate by 12. The Total Charges per year will be the sum total of Catering and Caretaking charges shown as above. **The tender will be awarded to that bidder whose quoted Total Charges for a year (total of Catering and Caretaking charges for the whole year) will be the Lowest.** All those quotations and calculations are to be made by the bidder in the financial bid. **The rates quoted by the bidder shall be firm and fixed and no variation will be allowed in the individual rates on any account. The rates quoted should be inclusive of all taxes, duties, levies etc. imposed by the Central, State Government or Local administration and as applicable or become applicable during the contract period.**

8. If the space in the proforma is insufficient for furnishing full details, such information may be supplemented on separate sheets of paper stating therein the name of the relevant part and serial number of the proforma. Separate sheets should be used for each part. All separate sheets should be signed with seal at the bottom by the tenderer

9. Applications containing false and / or inadequate information are liable to be rejected. Applications not containing details or with insufficient details / wrong details shall be rejected.

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10. In **Part-B (Financial Bid)**, the tenderer should also indicate **Item-wise Break-up** of the per-head per-day rate quoted for catering. However for consideration of the bid the total rate only would be taken into account. The rates should be inclusive of all taxes, transportation, handling charges etc. Nothing additional shall be paid.

11. The offered rates for Special Lunch / Dinner / High Tea should also be mentioned in the Financial Bid. These rates, as well as the item-wise rates, as mentioned above, will be indicative only and their inclusion in the final agreement would be only after negotiation and mutual agreement.

12. Information should be limited to the applicant. If any relevant data concerning the group of companies to which the applicant belongs is desired to be given, the same should be given separately in a supplementary sheet.

13. The applications received against this Tender Notice only will be considered. The criteria for selection will be decided by the Bank. Bank reserves its right to re-tender.

14. **Technical Bid (Part-A)** and **Financial Bid (Part-B)** should be submitted in separate covers / envelopes and each cover / envelop should be closed and sealed individually and should bear the name and seal of the tenderer. On the cover of each bid the type of bid ('**Technical Bid**' or '**Financial Bid**') should be clearly mentioned.

15. The envelope containing **Part-A (Technical Bid)** must also have all the necessary supporting documents alongwith the **Bank Draft / Banker's cheque** pertaining to **Earnest Money**.

16. The Tender containing **separate sealed envelopes** (for **Part-A** and **Part-B**) should be submitted in a **Third sealed envelope** marked on top "**Tender for Catering and Caretaking Services**" with the name, address and telephone number of the tenderer at the bottom of the cover on the left. The Complete Sealed Tender,

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addressed to “Assistant General Manager, State Bank Learning Centre Bareilly, Mandakani Tower, 148 Civil Lines, Bareilly - 243001”, should be delivered at / dropped in the locked Tender Box, available in the Administration Section of SBLC, Bareilly, upto **05.00 p.m.** on **06 March 2017**. SBLC Bareilly shall not be responsible if the tenders are delivered elsewhere or are not delivered in time due to postal or any other delays. No consideration will be given to a tender received after the date / time specified above and such tenders shall be deemed to be rejected.

17. The Technical Bids (Part-A) of the Tenders shall be opened on 07 March 2017 at 05:00 p.m. at State Bank Learning Centre Bareilly, Mandakani Tower, 148 Civil Lines, Bareilly by a Committee constituted for the purpose, in the presence of the tenderers who wish to be present or their authorized representatives. In case the tenderer(s) / their authorized representative(s) are not present, the Bank will still open the bids at the scheduled time. In case the last date of receipt / opening of the tenders is declared a holiday the same shall be extended to the next working day. The time and venue will remain the same.

18. The Technical Bids of those bidders, in whose case the SBLC Bareilly, after due scrutiny / inspection / investigation / verification, is satisfied, with regard to compliance of the Technical criteria as laid down in the tender document, will be declared as found responsive.

19. All the Financial Bids (Part-B) of the tenderers whose Technical Bids (Part-A) have been opened, will be kept in one envelope sealed and signed by the Tender Opening Committee and will be kept in the custody of a committee member designated for the purpose.

20. The Financial Bids (Part-B) of only those tenderers, whose Technical Bids (Part-A) are found responsive will be opened on the 08 March 2017 at 05.00 p.m. at State Bank Learning Centre Bareilly, Mandakani Tower, 148 Civil Lines,

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Bareilly by the Committee in the presence of the tenderer(s) found technically qualified or their authorized representative(s). In case the tenderer(s) / representatives of tenderer(s) are not present, the Bank will still open the quotations at the scheduled time. **The tenderer whose quotation is found to be the Lowest one, as detailed above in para 07, would be declared successful.**

21. Final award of the contract of Catering and Caretaking services will, however, be subject to the approval of the competent authority in the Bank.

22. SBLC Bareilly will communicate to the successful bidder, whose bid has been approved as per Para 21, by letter sent through Courier / Registered Post / e-mail that his bid has been accepted.

23. The offers / bids submitted by the tenderers shall remain open / valid for a period of 90 days from the last date of submission of the tender.

24. The bidder / contractor shall strictly comply with the provisions of Safety Code including necessary Insurance Cover / Policy to protect Bank's interest on account of loss to any person(s) and/or property arising due to any incident. The contractor shall obtain adequate insurance policy in respect of his workmen engaged for the service, towards meeting the liability of compensation arising out of death / injury / disablement at work etc. and shall regularly and punctually pay each and every premium as and when the same shall become due during the currency of these presents. In the event of death of employee of the contractor during the course of his duty in the Bank, all claims arising out of such eventualities will be paid by the contractor and the contractor shall not ask any compensation from the Bank in any manner, whatsoever.

25. In case multiple bids from the same bidder are received, all the bids of such bidder shall be liable to be cancelled.

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26. The successful bidder will have to execute an **Agreement with the Bank** on Non-judicial Stamp Paper of requisite value before commencement of the contract. The successful bidder who will be awarded with the contract will have to deposit **Rs.50,000.00 (RUPEES FIFTY THOUSAND ONLY) as SECURITY DEPOSIT** for due fulfillment and performance of the contract. No payment will be made until the Agreement is executed and the performance Security Deposit is furnished. The performance security deposit will be refunded to the contractor within a reasonable period after the closure of the contract on satisfactory completion of work, provided the contractor has satisfactorily carried out all work and attended to all defects in accordance with terms and conditions specified for work.

27. If the successful bidder fails to perform the commencement of the contract within the specified time period, the earnest money deposited by the bidder will be forfeited including blacklisting of the defaulted contractor and the Bank will be at liberty to entrust the job to any other contractor within its sole discretion.

28. Any violation in the terms and conditions of the contract shall be treated as breach of contract on the contractor's part, for which the Bank will be at liberty to cancel the tender / terminate the agreement forthwith.

29. In case of any dispute relating to interpretation of the terms & conditions, the Assistant General Manager (Training), State Bank Learning Centre, Bareilly shall be the sole authority to arbitrate / conciliate in the matter as sole arbitrator.

30. **The tenderers should submit a copy of these Terms & Conditions duly signed as a token of acceptance**, alongwith their quotation, failing which, their tender is liable for rejection without any notice. The tenderer should sign and stamp on all the pages of these Terms & Conditions. Each page of the Bid Documents and all pages of its Annexures should be signed and stamped, on behalf of the

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establishment, with the rubber seal of the establishment, by person / persons having necessary authorisation / power of attorney to do so. All corrections / overwriting should be duly signed / authenticated by the tenderer.

31. The tender documents are Not Transferable.

32. Conditional Tenders are liable for rejection.

33. The Courts in Bareilly city alone shall have jurisdiction in respect of any or all matters relating to or connected with the tender.

34. Bank reserves the absolute right to accept or reject any or all the offers / tenders received, without assigning any reason therefor, whatsoever.

The Bidders to please note that the Bank shall be free to decide the modalities, out of various options available, on merits and in the Bank's interest and merely being the lowest bidder shall not entitle the bidder to get the contract. The Bank's decision in the matter shall be final and binding for all the parties.

I / WE have read carefully and understood properly all the above Terms and Conditions and undertake to abide by all of them.

Signature and Seal of Bidder/Contractor

Address:

Date:

Phone No.:

Mobile No.:

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SCHEDULE 'A'

MENU

1. Bed Tea / Coffee: Served in the Rooms – One/Two cups per head.
(Tea will be served in flasks. Coffee Powder and Sugar will be served separately.)

2. Break-fast:

- | | | |
|-----------------|---|--|
| a. Fruit Juice | – | 100 ml or Seasonal Fruits. |
| b. Toast | – | 4 pieces. |
| c. Butter | – | 20 gms. |
| d. Jam / Jelly | – | 20 gms. |
| e. | • | Corn Flakes with Milk (200 ml) or |
| | • | Omelete (of 2 Eggs) or 2 Boiled Eggs per head or |
| | • | Alu Paratha with Pickle & Dahi or |
| | • | Poori - Subzi or |
| | • | Chhola - Bhatura or |
| | • | Poha & Bread Pakora or |
| | • | Idli & Dosa with Sambhar & Chatni or |
| | • | Other such item after getting approval of AGM (Training) |
| f. Tea / Coffee | – | One / Two cups. |

(Repetition of same Menu on consecutive days should be avoided)

3. Forenoon Tea / Coffee:

(to be served at the identified place in Academic Wing)

Tea / Coffee	–	One cup
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4. Lunch:

A. Daily:

Chapati / Tandoori Roti / Naan (Naan to be served at least once a week), Rice, Daal, Seasonal Dry Vegetable, Vegetable Curry, Curd or Raita, Salad, Papad, Chatni, Pickles, Seasonal Fruits / Sweet Dish *.

* Sweet Dish shall consist of Rice Kheer / Sewain / Fruit Custard / Gajar Halwa in adequate quantity or Ras Malai / Gulab Jamun / Ras Gulla (one piece of about 50 grams in weight) every day in Lunch and Dinner without repetition. Ice Cream of Kwality Walls / Vadilal / Amul (50 gram cups) shall be served at least twice a week in summers, details of which may be decided in weekly meetings with the trainees.

B. Twice a Week: (in place of Vegetable Curry):

- i) For Non-Vegetarians: Mutton Curry (100 gms**) / Fish Curry (100 gms**) / Keema Curry (100 gms**) / Chicken Curry (150 gms**) / Egg Curry (2 eggs).
- ii) For Vegetarians: Special Vegetable Curry.

***excluding the weight of curry*

5. Afternoon Tea / Coffee:

(to be served at the identified place in Academic Wing)

Tea / Coffee – One cup

6. Evening Tea / Coffee with Snacks:

(to be served at the identified place in Academic Wing)

a) Tea / Coffee – One cup

b) Snacks – Pastry / Pakora / Samosa / Dalmoth / Patties / Cutlets / Cream Biscuits of reputed brands or from standard bakeries.

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7. Dinner:

Soup, Chapati / Tandoori Roti / Naan / Poori (Poori to be served at least once a week), Rice, Daal, Seasonal Dry Vegetable, Vegetable Curry, Curd or Raita, Salad, Papad, Chatni, Pickles, Sweet Dish *.

* Details of Sweet Dish has been mentioned above in case of Lunch (at 4-A).

If the participants desire change in serving of Non-Vegetarian food from Lunch to Dinner, the same may be done in consultation with the Assistant General Manager (Training). The menu will have to be got approved well in advance by the Assistant General Manager (Training) or by the official authorized by him.

In case any of the participants notifies the caterer / caretaker at the beginning of the day that he / she is on fast, sufficient quantity of milk, fruits etc. will be provided to him / her in lieu of meals, without any extra cost. To those under medical care, the caterer / caretaker would provide food, other items etc. as recommended by the doctor, without any extra cost.

8. Food Packets (Lunch / Dinner):

1. (a) Poories 6 (150 gms) with Dry Vegetable (sufficient quantity)
OR
(b) 6 Slices of Bread with 3 Eggs' Omelet
2. Rice Pulao (200 grams)
3. Salad
4. Pickles
5. Two Fruits (or one Fruit with one Sweet)

The Caterer / Caretaker shall have to provide Food Packets whenever the SBLC instructs him for the same. Individual items in the food packets will be properly

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packed in aluminium foil and will contain tissue paper and disposable spoon etc. The rates of Lunch / Dinner packets would be the same as for Lunch / Dinner (according to Bifurcated rates incorporated in the Agreement).

All the above menus are only indicative and the SBLC, Bareilly / Bank reserves the right to modify any of the menus as per requirement.

Repetition of any particular item during a training programme should be avoided.

SUGGESTED BRANDS / MAKES OF FOOD ITEMS:

The contractor shall buy at his own cost, good quality grocery, vegetables, fruits, pulses (*daal*) and non-vegetarian items. The contractor shall provide / use the food items of the following brand or make, as mentioned against each item below (or of a comparable brand / quality):

- | | |
|-------------------------------|--|
| i) Bread | Milkmade / Gomti / Britannia / Kalory / Modern. |
| ii) Butter | Mother Dairy / Amul / Parag / Namaste India / Gyan. |
| iii) Jam | Kissan / Tops. |
| iv) Biscuits | Britannia / Parle / Sun Feast / Mariegold. |
| v) Milk (<i>Full Cream</i>) | Mother Dairy / Amul / Parag / Namaste India / Gyan. |
| vi) Cornflakes | Kellogg's / Mohan Meakins. |
| vii) Fruit Juice | Real / Tropicana / Be Natural. |
| viii) Tea/Tea Bags | Taj Mahal / Lipton / Brook Bond / Tazza / Tetley. |
| ix) Coffee | Bru / Nescafe. |
| x) Sauce | Maggi / Kissan / Tops. |
| xi) Pickles | Nilon's / Kissan / Ashok / Priya / Mother's Recipe. |
| xii) Wheat Flour | Aashirvad/Annpurna/Shaktibhog/Nature Fresh or similar quality. |
| xiii) Refined Oil | Saffola / Nature Fresh / Sun Flower / Fortune / Surya / Dhara. |

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- | | |
|-------------|--|
| xiv) Spices | Catch / MDH / Ashok / Everest. |
| xv) Rice | Basmati (Whole Grain) of good quality. |
| xvi) Potato | Pahari of good quality. |

Raw Meat / Material should be of good quality and should be properly washed before cooking.

Common Salt and Black Pepper of 'Catch' brand should be kept on all Dining Tables.

These items shall be subject to verification at any time, without notice, by the SBLC Bareilly or by its authorized committee members, whose findings / recommendations shall be final and acceptable to the contractor for any action that SBLC / Bank may decide to take in this regard.

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SCHEDULE 'B'

SPECIAL LUNCH / DINNER MENU:

- i. Soup
- ii. Special Non-Vegetarian Dish (Chicken / Mutton)
- iii. Special Vegetable Curry
- iv. Special Dry Vegetable
- v. Daal (Arhar)
- vi. Nan / Rumali Roti / Tandoori Roti / Poori / Chapati / Missi Roti
- vii. Paneer Pulao / Veg Pulao / Zeera Rice
- viii. Dahi Bada / Raita
- ix. Salad
- x. Pickle / Chatni
- xi. Papad
- xii. Ice-Cream (50 gram cup of Kwality Walls / Vadilal / Amul or Ras Malai)
- xiii. Mouth Freshener

HIGH TEA MENU:

- i. Cutlets / Sandwiches / Biscuits (*of reputed brands or from standard bakeries*)
- ii. 2 Sweets / Pastries
- iii. Salted Cashew Nuts (*Kaju*)
- iv. Tea / Coffee

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PART-A

TECHNICAL BID

1 : BASIC INFORMATION

1.	Name of the Applicant and Address of Registered Office			
	Contact Numbers :			
	e-mail address :			
2.	Year of Establishment (Please enclose documentary evidence)			
3.	Type of the Organization (whether Proprietary, Partnership, HUF, Company (Private Ltd / Public Ltd) or Co-operative body etc.,)			
4.	Name/Names of the Proprietor/ Partners/ Directors of the applicant firm with address and phone numbers			
		NAME	ADDRESS	PHONE NO.
	(i)			
	(ii)			
	(iii)			
5.	Details of Registration (whether Partnership Firm, Company, etc .) Name of Registering Authority, Registration Number and Date			
6.	Whether registered with Government / Municipal Authorities or any other Public Organization and if so, in which Class and since when.			

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7.	Address and Phone Numbers of Office through which the proposed work will be handled and the Name & Designation of the Officer-in-charge <i>(Please also give full details of the present staff on a separate sheet)</i>		
8.	(i)	Income Tax PAN No. <i>(copy of PAN card & Income Tax assessment certificate to be enclosed)</i>	
	(ii)	Service Tax Number <i>(photocopy of Certificate to be enclosed)</i>	
	(iii)	Shop and establishment Registration Number <i>(copy to be enclosed)</i>	
	(iv)	Contract Labour (R&A) Act License No. <i>(copy to be enclosed) (if applicable)</i>	
	(v)	License No. under Food Safety and Standards Act, 2006 <i>(copy to be enclosed)</i>	
	(vi)	Details of Catering and Maintenance License, if any <i>(copy to be enclosed)</i>	
	(vii)	Whether registered under UP VAT Act? <i>(Please mention the number)</i>	
9.	Whether ESI / EPF norms are complied? <i>(if applicable)</i>		
	ESI Registration number :		
	EPF Registration number :		

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10.	(a)	Whether any penalty imposed or indictment passed against the applicant or whether any case is pending with any of the statutory authorities related to the items mentioned in 8 and 9 above?		
	(b)	Whether the applicant (including the applicant's partners / directors) have been blacklisted / prosecuted by any department / statutory body anywhere in India?		
11.	Whether police verification certificate of all staff engaged by you is kept on record with you?			
12.	Adequate and satisfactory evidence to indicate financial capacity of the applicant to undertake the said works. Name of the bankers and their full address with facilities enjoyed. <i>(Copies of proof to be enclosed)</i>			
13.	Yearly turnover of the organization during last 3 financial years (year wise) <i>(Please enclose copy of audited balance sheet)</i>	2013 – 14		
		2014 – 15		
		2015 – 16		
14.	Receipts from providing Catering and Caretaking services. <i>(Please enclose evidence / proof / performance certificates from the existing and previous clients)</i>	2013 – 14		
		2014 – 15		
		2015 – 16		
15.	Whether any near relative(s) of any of the Proprietors / Partners / Directors of the firm / company is / are employed with the State Bank of India? Please provide details			

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16.	Details of Court cases pending against the Firm / Company / Proprietor / Partner(s) / Director(s), if any. Please provide details		
17.	Number of Supplementary Sheets attached, if any.		
18.	List of Enclosures:		
	Description	No of Pages	
	Total No of Pages		
	DETAILS OF EARNEST MONEY DEPOSIT		
	Draft / Banker's Cheque No.	Date of Issue	Issuing Bank & Branch
			Rs.10,000.00

We have gone through the eligibility criteria, terms & conditions and instructions for applicants, issued / advertised / published on the Bank's website by the State Bank Learning Centre, Bareilly in respect of the tender and undertake to abide by them. We further undertake that the technical and financial bids submitted by us shall remain open / valid for a period of 90 days from the last date of submission of the tender.

Signature & Seal of the Tenderer

Name of Firm :

Date :

State Bank Learning Centre, Bareilly
Tender for Catering & Caretaking Services

TECHNICAL BID

2 : WORK CAPABILITY & PREVIOUS EXPERIENCE

Details of Catering and Caretaking work executed by the organisation / contractor are to be furnished, category wise, in the format given below (copies of certificates from clients to be enclosed):

SR. NO.	LOCATION OF THE WORK & NAME OF THE ORGANISATION	TYPE OF WORK*	VALUE OF CONTRACT (IN LACS)	PERIOD OF CONTRACT		NAME, DESIGNATION & PHONE NO. OF THE CONTACT PERSON OF THE CLIENT ORGANISATION
1.						
2.						
3.						
4.						

* In the column 'Type of Work', please mention '**Catering**' or '**Caretaking**': '**A**' for Catering and '**B**' for Caretaking.

Note: In case of Catering, please include only such works / contracts where the average number of persons served per day was 30 or more.

Signature & Seal of the Tenderer

Name of Firm:

Date:

State Bank Learning Centre, Bareilly
Tender for Catering & Caretaking Services

PART-B
FINANCIAL BID

For Providing Catering and Caretaking Services at
State Bank Learning Centre, Bareilly

.	ITEMS OF WORK	AMOUNT	
(A)	Catering Charges Rate per day per head for all meals and refreshment from Bed Tea to Dinner, as per menu specified in the Tender Document (inclusive of all overheads & taxes, but excluding service tax)	Rs. (in figures)	
		Rupees (in words)	
(B)	Caretaking Charges Rate per month specified in the Tender Document (inclusive of all overheads & taxes, but excluding service tax)	Rs. (in figures)	
		Rupees (in words)	

Signature & Seal of the Tenderer

Name of Firm:

Date:

State Bank Learning Centre, Bareilly
Tender for Catering & Caretaking Services

CALCULATION OF ESTIMATED PER ANNUM COST AS PER QUOTED RATES:

Estimated 'Training Days' per year = 8,000

(X) Cost of providing Catering Services for one year
(A X 8,000) = Rs.

(Y) Cost of providing Caretaking Services for one year
(B X 12) = Rs.

(Z) **TOTAL COST for one year (X+Y) *** **= Rs.**

Amount in words (Rupees)

*** NOTE: TOTAL COST (Z) will be the Basis for Considering the Bid.**

Signature & Seal of the Tenderer

Name of Firm:

Date:

State Bank Learning Centre, Bareilly
Tender for Catering & Caretaking Services

(1) BREAK-UP OF CATERING CHARGES (PER DAY, PER HEAD)

SR.NO.	ITEM HEAD	AMOUNT
1.	Bed Tea / Coffee	Rs.
2.	Breakfast	Rs.
3.	Forenoon Tea / Coffee	Rs.
4.	Lunch	Rs.
5.	Afternoon Tea / Coffee	Rs.
6.	Evening Tea / Coffee with Snacks	Rs.
7.	Dinner	Rs.
	TOTAL *	Rs.

** Total should tally with the per day, per head rate [A] quoted in Part-B (Financial Bid)*

(2) INDICATIVE RATES FOR SPECIAL LUNCH / DINNER / HIGH TEA

(VIDE POINT NO. 5 OF TERMS OF CATERING)

SR.NO.	ITEM HEAD	PER HEAD RATE (inclusive of all overheads & taxes, but excluding service tax)
1.	Special Lunch / Dinner	Rs.
2.	High Tea	Rs.
	TOTAL	Rs.

Note: The Item-wise Break-up of Catering Charges and the Indicative Rates for Special Lunch / Dinner / High Tea are subject to negotiation & mutual agreement and shall not necessarily be the basis for considering the bid.

Signature & Seal of the Tenderer

Name of Firm:

Date: